

INFORMATION FOR SENIORS



Your Guide To
Programs & Benefits
In British Columbia
Second Edition

OFFICE FOR

SENIORS

A PERSONAL RECORD AND EMERGENCY NUMBERS

Name _____

Address _____

City _____

Postal code _____

Telephone _____

Gold CareCard number _____

Old Age Security number _____

Name and telephone of closest:

Relative _____

Friend _____

Clergy _____

Doctor _____

Pharmacy _____

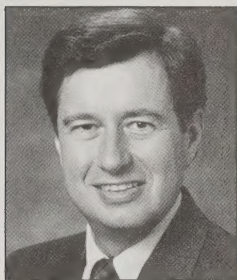
Health Unit _____

Lawyer _____

AMBULANCE _____

FIRE DEPARTMENT _____

POLICE _____



A MESSAGE FROM THE MINISTER RESPONSIBLE FOR SENIORS

I am pleased to introduce to you the revised second edition of Information For Seniors, a guide to programs and benefits that are available to seniors in British Columbia.

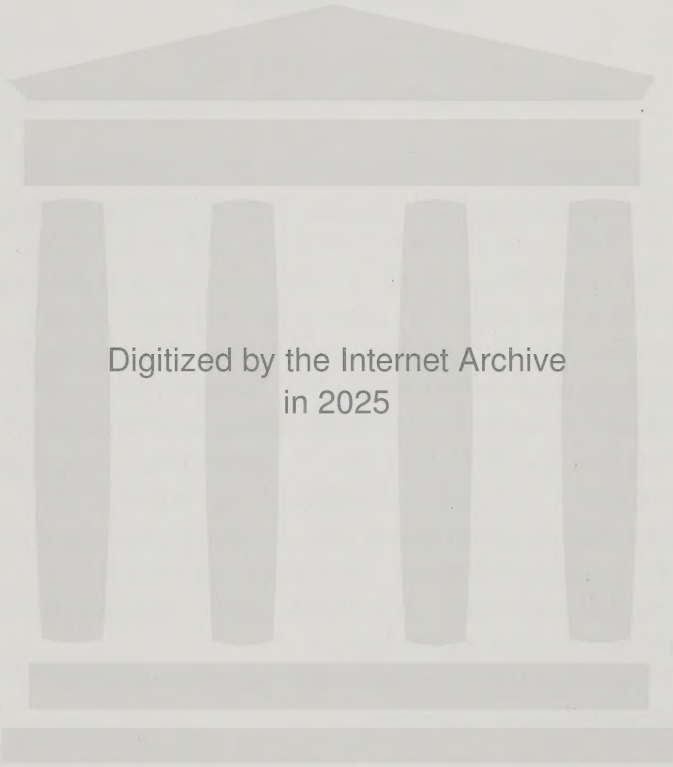
The Government of British Columbia is committed to providing a wide range of services and programs to help seniors lead healthy and independent lives. Information For Seniors is published by the B.C. Government's Office for Seniors to assist seniors in identifying and locating the services that are there for them. Transportation, housing, home support, and financial assistance are some of the services that the government and community agencies provide to support seniors. This guide tells you about these and other benefits and directs you to sources of further information about them.

I hope that this publication will help you to locate the services that you require.

Yours truly,

A handwritten signature in cursive script that reads "Paul Ramsey".

Paul Ramsey
Minister of Health and
Minister Responsible for Seniors



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INTRODUCTION

At age 65, and in some cases sooner, you become eligible for a wide range of provincial and federal government programs and benefits. You will automatically qualify for, and receive, some of these government benefits. However, for others, you must apply first.

The following is a listing of some of the services and benefits for which you must apply:

- Old Age Security Pension
- Guaranteed Income Supplement
- Canada Pension Plan
- Spouse's/Widowed Spouse's Allowance
- Unemployment Insurance
- War Veterans Allowance
- Provincial Home Owner Grant
- Deferral of Municipal Property Taxes
- Rent Subsidy Program
- Shelter Aid for Elderly Renters (SAFER)
- B.C. Medical Services Plan (if previously covered by employer)
- Seniors' Bus Pass
- Insurance Corporation of B.C. Seniors' Discount

This guide lists all provincial as well as some federal seniors' programs. Telephone numbers have been included whenever possible. For community seniors' services consult your local telephone directory. You can also call the provincial government's information line, Enquiry B.C., toll free at 1-800-663-7867 with enquiries related to provincial government services. Enquiry B.C. can also transfer your call to the appropriate department or agency.

If you need assistance in completing an application form, please contact the Senior Citizen Counsellor in your community by calling your nearest Ministry of Social Services office.

The Federal Government publishes the Seniors' Guide to Federal Programs and Services. You can get a copy through your local Health Canada office.

Your comments and suggestions will help us plan future editions of this guide. We would appreciate you taking the time to complete the questionnaire on pages 61 and 62 and returning it to:

Office for Seniors
Ministry of Health and
Ministry Responsible for Seniors
6th Floor, 1515 Blanshard Street
Victoria, B.C.
V8W 3C8

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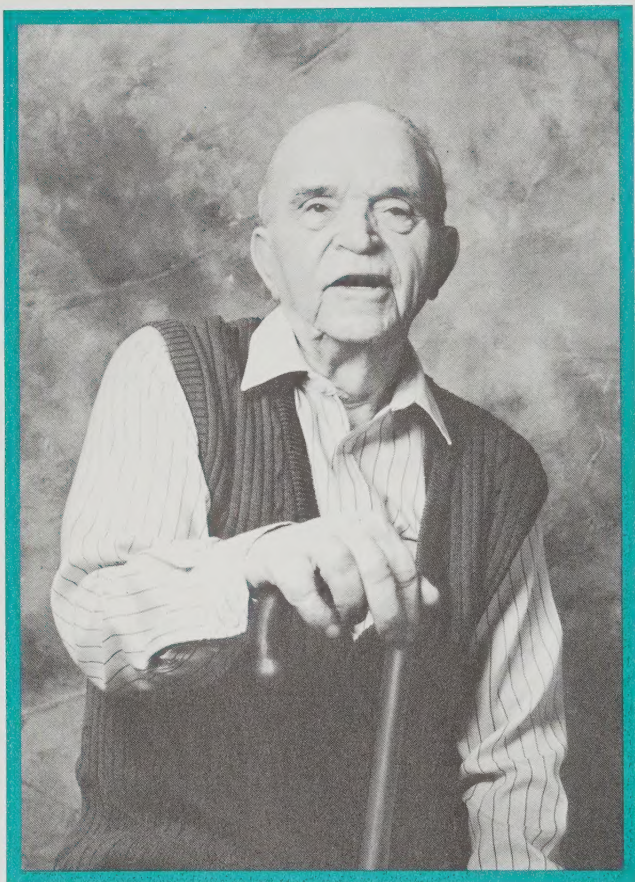
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Ernest Elliott, Born 1909



“I’m one of the old-timers
at my building and I enjoy
life. I guess I’m fortunate
that I can still get around,
and that’s important.”

SENIORS AND THE BRITISH COLUMBIA GOVERNMENT

OFFICE FOR SENIORS

The Office for Seniors was established to help coordinate the development of provincial policies, programs, and services that support security for seniors.

The Office provides administrative and research support to the Seniors' Advisory Council, serves as a liaison between seniors and the Government, and also provides the public, particularly seniors, with access to information on seniors' programs and benefits.



**Office for Seniors
Ministry of Health and
Ministry Responsible for Seniors
6th Floor, 1515 Blanshard Street
Victoria, B.C. V8W 3C8**



**Victoria
952-1238**

SENIORS' ADVISORY COUNCIL

The Seniors' Advisory Council was established through legislation in June, 1989. The Council advises the Minister Responsible for Seniors on issues concerning seniors in British Columbia. Members of the Council have a wide range of experience and interests and represent all areas of the province. General issues about seniors' programs and policies may be brought to the attention of council members who may be contacted through the Office for Seniors.



**Seniors' Advisory Council
c/o Office for Seniors
Ministry of Health and
Ministry Responsible for Seniors
6th Floor, 1515 Blanshard Street
Victoria, B.C. V8W 3C8**



**Victoria
952-1238**

SENIOR CITIZEN COUNSELLORS PROGRAM

Senior Citizen Counsellors are seniors appointed by the Minister of Social Services to assist other seniors. Senior Citizen Counsellors can put people in touch with service agencies, help complete applications for pensions and other seniors' benefits, and provide information on programs such as Shelter Aid for Elderly Renters (SAFER), bus passes, seniors' housing, and consumer services.



A volunteer counsellor can be reached by calling the local Ministry of Social Services district office, listed under "Governments – British Columbia" in the blue pages of your telephone book.

GOVERNMENT AGENTS

Each local Government Agent's office provides information on all Provincial Government programs, and can help answer questions about federal, regional or municipal government services.



Government Agents are listed under “Governments – British Columbia” in the blue pages of your telephone book.

PUBLIC HEALTH UNITS

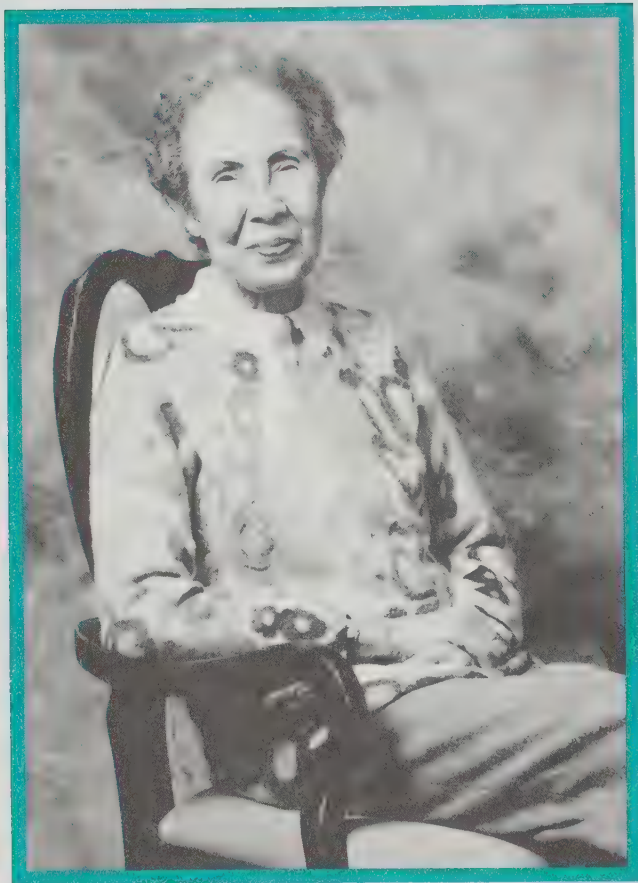
Staff at public health units throughout the province deliver community-based health programs such as continuing care services, nutrition counselling, immunization services, and mental health services. If you would like assistance or information about Ministry of Health programs, contact your local public health unit.



In Victoria and Greater Vancouver, public health units are listed under “Municipalities and Regional Districts” in the blue pages of your telephone book.

In other areas of the province, public health units are listed under “Governments – British Columbia” in the blue pages of your telephone book.

Yuan Lo, Born 1911



“For many seniors, there is a great comfort in knowing that programs like these are available if they’re needed.”

FINANCES

FEDERAL PROGRAMS

OLD AGE SECURITY PENSION

The Old Age Security Pension (OAS) is a federally-funded basic monthly pension which is paid to you if you are a Canadian citizen or a legal resident, have reached the age of 65, and have lived in Canada as an adult for at least ten years. To receive OAS, you must apply six months before your 65th birthday or date of eligibility.

GUARANTEED INCOME SUPPLEMENT

Depending on your income level and your marital status, you may be eligible for the Guaranteed Income Supplement (GIS). To receive GIS, you must apply by using an application available at Income Security offices. To continue receiving GIS, you must reapply every year, using an application which the Federal Government will send you each year.

SPOUSE'S/WIDOWED SPOUSE'S ALLOWANCE

If you are a spouse of someone receiving OAS, you may qualify for Spouse's Allowance. You must be between 60 and 65 years of age, have lived in Canada as an adult for at least ten years after your 18th birthday and not exceed a certain income limit. The amount you may receive is based on your income and your spouse's income. If your spouse dies, you may continue to receive this benefit until you reach 65 depending on your income. You must reapply for Spouse's/Widowed Spouse's Allowance each year.

CANADA PENSION PLAN

Canada Pension Plan (CPP) provides retirement pension and other benefits for those people who have contributed to the Plan through paid employment in Canada. The amount of CPP benefits is determined by the contributions you made during the time you were employed. Canada Pension Plan retirement benefits may begin as early as age 60. The CPP is fully indexed to the cost of living and is increased annually. You should apply for CPP at least six months before you want to receive it.

Applications for Canada Pension Plan benefits are available from any federal Income Security Programs office.



For more information, call the Federal Income Security office listed under “Governments – Canada” in the blue pages of your telephone book.

UNEMPLOYMENT INSURANCE BENEFITS

Seniors who are employed and wish to continue working after age 65, are eligible for the same Unemployment Insurance benefits as other workers in Canada. You must meet the criteria for eligibility.



For more information on Unemployment Insurance Benefits contact your local Canada Employment Centre listed under “Governments - Canada” in the blue pages of your telephone book.

WAR VETERANS ALLOWANCE

War Veterans Allowance provides benefits for veterans of the Canadian, Commonwealth, or Allied Forces. Applicants must meet certain requirements including war service, age, incapacity, residence, and income.

For more information contact:



**Department of
Veterans Affairs
Box 5600,
Vancouver, B.C.
V6B 5G4**



**Greater Vancouver
and area: 666-7942
Toll free 1-800-663-1931**

FEDERAL NON-REFUNDABLE TAX CREDITS

AGE AMOUNT

If you are 65 or older, you may be eligible to claim the age amount which allows seniors to reduce their income tax. Seniors with limited income could possibly reduce their income tax to zero.

PENSION INCOME AMOUNT

You may be eligible for the Pension Income Amount. The amount of your qualifying pension income will be used in determining the total non-refundable tax credits used to reduce your federal income tax.



More information about the Age Amount and Pension Income Amount may be obtained by calling local Revenue Canada taxation offices as follows:

Penticton:	492-9200 Toll free 1-800-642-8259
Vancouver:	689-5411 Toll free 1-800-663-9033
Victoria:	363-0121 Toll free 1-800-742-6108

GOODS AND SERVICES TAX CREDIT

The Goods and Services Tax (GST) Credit is paid four times a year to persons with low to modest incomes. You apply for the GST Credit on page one (under Step II) of your income tax form and receive cheques quarterly for an amount based on your annual income.

This is a refundable tax credit which means that even if you do not pay income tax, you should fill out the form to make sure you get your credit cheque.



**For more information about
the GST Credit, call:**

Victoria: 363-0120
Toll free: 1-800-663-6252

Vancouver: 689-8671
Toll free: 1-800-663-1882

Penticton: 492-9450
Toll free: 1-800-663-6700

Elsewhere in B.C.: 1-800-665-0354
**(device for the
hearing impaired)**

PROVINCIAL PROGRAMS

SENIORS SUPPLEMENT

The Seniors Supplement provides a guaranteed monthly income for B.C. residents who are receiving the federal Guaranteed Income Supplement (GIS) as well as Old Age Security (OAS), or those receiving the Spouse's Allowance.

You will automatically receive the Seniors Supplement from the Ministry of Social Services if you qualify. The amount you receive depends on your income. For example, if you are a single person and have no income other than OAS/GIS, you may be eligible for the maximum Seniors Supplement for a single person. (The monthly rate in January 1992 was \$49.30 for a single person and \$120.50 for a couple.)

The Seniors Supplement is not payable to people living outside the Province of British Columbia. For more information on the Seniors Supplement, contact:



**Seniors Supplement
Ministry of Social
Services
P.O. Box 2500
Victoria, B.C.
V8W 3A1**



**Greater Victoria and area:
387-4331**

**Greater Vancouver and area:
682-0391**

**Elsewhere in B.C.:
1-800-665-2656**

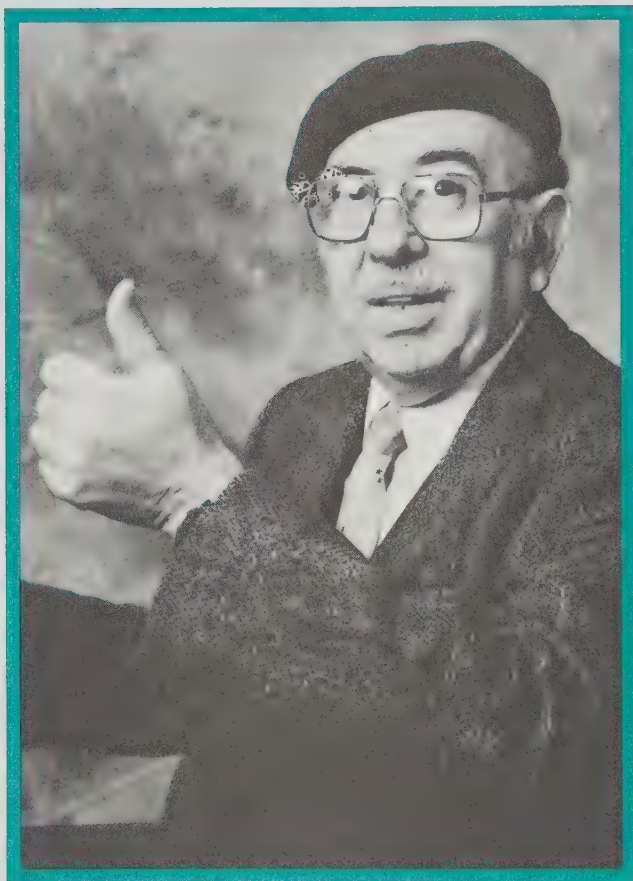
SENIORS NOT RECEIVING OLD AGE SECURITY

If you are 65 or over and not eligible for the Old Age Security Pension and its supplement (GIS), you may be eligible for assistance from the Ministry of Social Services. Eligibility is based on your income, assets and shelter costs.



For more information, contact your local Ministry of Social Services office listed under “Governments – British Columbia” in the blue pages of your telephone book.

Fernando Gracia, Born 1923



“I came to Canada in 1955, and am very grateful for the good medical services here. A few years ago, I had a quadruple bypass and the care I received in hospital was very good.”

HEALTH SERVICES

MEDICAL SERVICES PLAN

The Medical Services Plan of British Columbia (MSP) offers basic medical coverage to British Columbians. New residents to the province are eligible for coverage after a waiting period of the remainder of the month of arrival plus two months.

MSP pays for all medically-required services of physicians and surgeons and for dental surgery performed in hospital by a dental surgeon. MSP pays some of the cost of the services of other practitioners such as chiropractors, podiatrists, optometrists, and physiotherapists; these services must be received in B.C.

If you wish to be covered by MSP, you must apply and pay monthly premiums. If your income is low and you are a Canadian citizen or landed immigrant who has lived in Canada for the last twelve months, you may be eligible to receive assistance with premium payments. If you are a status Indian, the federal government pays the premium on your behalf at your request.

If you are 65 or over and registered with MSP, you will automatically receive a gold CareCard. This card entitles you to seniors' prescription drug benefits through the Pharmacare program. Your gold CareCard is also useful as proof of age and residence for discounts offered by many businesses and transportation systems.

For application forms and more information on MSP and coverage when travelling outside B.C., contact your local Government Agent or the Medical Services Plan.



**MSP Premiums and Coverage
and New Resident Coverage:**

Greater Vancouver and area: 683-7151

Greater Victoria and area: 386-7171

Elsewhere in B.C.: 1-800-663-7100

CONTINUING CARE SERVICES

(INCLUDES FORMER LONG TERM CARE PROGRAMS)

Ministry of Health Continuing Care Division services are available to help people with health-related problems to live as independently as possible. People needing these services are encouraged to take part in planning the type of care required.

A wide range of community-based, supportive health care services are available for persons with health problems, disabilities, or seniors needing support and assistance to maintain their independence.

Continuing Care Division services also include:

- assessment
- individual service delivery plan
- coordination of health-care services
- referral to appropriate community resources

In order to accommodate individual needs, the Continuing Care Division provides a variety of care services – Community Support Services, Residential Care Services, and Services for Community Living and Client Services.

Retirement homes are not part of the Continuing Care Services. Information about retirement homes can be found in the yellow pages of your telephone book.

COMMUNITY SUPPORT SERVICES

Community Support Services provide a variety of supportive services to enable individuals with health-related problems to remain in their own homes. These services are available in most British Columbia communities.

The Federal Government is responsible for home support services for Native seniors living on reserves. If you are a Native senior living on a reserve and require home support assistance, contact your local band office for more information.

Home support workers can provide personal assistance with daily activities such as bathing, dressing, and

grooming, as well as assist with various household tasks including laundry, vacuuming and cooking.

Meal programs, such as Meals-on-Wheels, are available in some communities to provide hot, nutritious meals to people who are unable to do their own cooking.

Clinical services such as professional nursing, physiotherapy, and occupational therapy services are provided in peoples' homes in many communities.

Your eligibility for most in-home support services is based on your age, health, residency and citizenship. A user charge, directly related to your income, may apply to home support services. There is a charge for meal programs, based on food costs.

RESIDENTIAL CARE SERVICES

Residential Care Services provide care and supervision in a protective, supportive environment for people who can no longer be looked after in their own homes.

The Continuing Care Division can inform clients about a variety of care homes and assist clients in applying for accommodation.

Personal/intermediate care homes, private hospitals, and extended care units provide various levels of care. Care is also provided in private, single family homes. The host family provides assistance along with care and supervision.

To receive residential care you must satisfy age, health status, residency and citizenship requirements. There is a basic user charge for care facilities. Optional services requested by a resident will be subject to additional charges which are determined by the facility.

CLIENT SERVICES

Client Services provide a variety of services to enhance and complement those provided in the home or in a residential care setting including assessment and care planning. A more intensive combination of services may also be provided to meet special needs. For example, Quick Response Teams are available in some

communities and provide a variety of short-term services such as homemaker, nursing, and physiotherapy. The services described below are available in many British Columbia communities.

Adult Day Centres provide an organized program of health, social and recreational activities in a group setting. Hot meals are provided and transportation can be arranged through the centre.

Respite Care provides temporary relief for caregivers either by providing homemaker services or by admitting clients into a care home. This service should be requested well in advance.

Assessment and Treatment Centres provide short-term diagnostic and treatment services as well as consultation in special hospital units to assist in diagnosis of more complex disabilities.

Eligibility for special support services is determined by age, health status, residency and citizenship. A service charge applies to individuals who attend the Adult Day Centres. The cost for Respite Care is determined by the type of care required (e.g. home support services or admission to a care facility).

For more information about Continuing Care Division services:



In Victoria and Greater Vancouver, contact your local public health unit listed under “Governments – Municipalities and Regional Districts” in the blue pages of your telephone book.

Elsewhere in the province, contact your local public health unit listed under “Governments - British Columbia” in the blue pages of the telephone book.

ACUTE CARE

When you have been a permanent resident of B.C. for three months or more and are admitted to an acute care hospital in B.C., you will automatically receive standard ward care, meals, nursing and other services available while you are a patient in the hospital. Other services may include:

- laboratory and x-ray
- clinically approved drugs, biologicals and most medical supplies
- operating and case room facilities
- use of anaesthetic equipment, supplies and routine surgical supplies
- radiotherapy and physiotherapy facilities, where available
- other approved services rendered by employees of a hospital.

If you request a private or semi-private hospital room, you will be required to pay a room charge which is determined by the individual hospital.

If you meet the provincial residency requirements described above, it is not necessary for you to have registered with MSP in order to have access to these hospital benefits.

PHARMACARE

If you are 65 years or older, Pharmacare pays the cost of most prescription drugs ordered by your doctor, dentist or podiatrist, and certain other medical supplies.

When you have a prescription filled and show the pharmacist your gold CareCard, drugs covered by the Pharmacare plan will be provided to you free of charge. However, you will have to pay 75% of the dispensing fee up to a maximum of \$125 per year. Pharmacare keeps track of how much you pay during a year and pays back any amount over \$125. Non-prescription drugs and vitamins are not covered by the plan.

If you live in a government-funded facility, the cost of the prescription drug and the dispensing fee are paid by Pharmacare. Pharmacare also covers the Home Oxygen Program which provides a monthly payment for oxygen.

For further information, ask your pharmacist or contact Pharmacare:



**Pharmacare
Ministry of Health and
Ministry Responsible
for Seniors
Bag Service 3003
Victoria, B.C.
V8W 3L4**



**Greater Victoria and area:
952-2865
Lower Mainland and area:
682-5672
Elsewhere in B.C.:
1-800-665-7108**

MENTAL HEALTH SERVICES

Mental Health Division provides assessment, treatment, and support for people with serious and persistent mental illness and for people at risk of developing significant mental health problems and disabilities.

Mental Health Centres provide outpatient assessment, counselling, treatment, hospital liaison and outreach services in over 90 locations province-wide. In many mental health centres, specialized geriatric mental health teams respond to the particular needs of seniors. Agencies, coordinated and funded through the Mental Health Centres, provide comprehensive outpatient, residential and rehabilitative services.

For more information, contact:



**The Mental Health Centre
nearest you, listed under
“Government - British
Columbia” in the blue pages
of your telephone book.**

B.C. AMBULANCE SERVICE

Ambulance services by land, sea, and air are provided to all British Columbia residents by the British Columbia Ambulance Service (B.C.A.S.). (Note: To receive medical assistance during an emergency, always call your local EMERGENCY number first. The emergency number is located on the inside cover of your telephone book.)

No one is denied ambulance service. The cost of transporting a patient by ambulance is subsidized by the Province of British Columbia. When an emergency medical problem requires that you be transported by ambulance, you will be billed a user fee. If the fee poses a financial problem, the billing department of B.C.A.S. will work out a payment schedule to accommodate you.

In a medical emergency:

- **call 9-1-1, where available; or**
- **call the EMERGENCY number listed on the inside front cover of your telephone book; or**
- **if a telephone book is not available, call the operator.**

For more information about B.C.A.S. services, contact:



**British Columbia
Ambulance Service
2nd Floor
1810 Blanshard Street
Victoria, B.C. V8V 1X4**



**Victoria:
952-0888

Elsewhere in B.C.:
1-800-665-7199**

ALCOHOL AND DRUG SERVICES

The Ministry of Health and Ministry Responsible for Seniors provides a variety of programs for the prevention and treatment for alcohol and other drug misuse in British Columbia.

B.C. Alcohol and Drug Information & Referral Service is a substance abuse information and referral service that can direct you to counselling, and resources in your community. The service is available 24 hours a day, seven days a week.

The B.C. Prevention Resource Centre can provide you with alcohol and drug prevention information, including contacts, programs and materials.

The B.C. Seniors Drug Information Resource Centre provides information on alcohol and other drugs, including medication, and material specifically related to seniors.

For specific services call:



**B.C. Alcohol and Drug Information &
Referral Service: 1-800-663-1441**

**The B.C. Prevention Resource Centre:
Lower Mainland 874-8452.
Elsewhere in B.C.: 1-800-663-1880.**

**The B.C. Seniors Drug Information
Resource Centre in Victoria: 598-6922.**

OTHER COMMUNITY HEALTH SERVICES

All public health units in British Columbia offer a variety of health services. These services support the health and independence of seniors and contribute to family and community health. These services include nutrition counselling and immunization clinics.

NUTRITION COUNSELLING

If you need advice on nutrition, the Ministry of Health's Nutrition Branch provides nutrition information through the Dial-a-Dietitian information line. By calling this toll-free, province-wide resource line, a dietitian will answer your food and nutrition questions.



Dial-a-Dietitian

Greater Vancouver and area 732-9191

Elsewhere in B.C.: 1-800-667-3438

An up-dated version of the Senior Chef cookbook will be available for purchase through Crown Publications.



**Crown Publications, Inc.
546 Yates Street
Victoria, B.C.
V8W 1K8**



**Victoria
386-4636**

IMMUNIZATION SERVICES

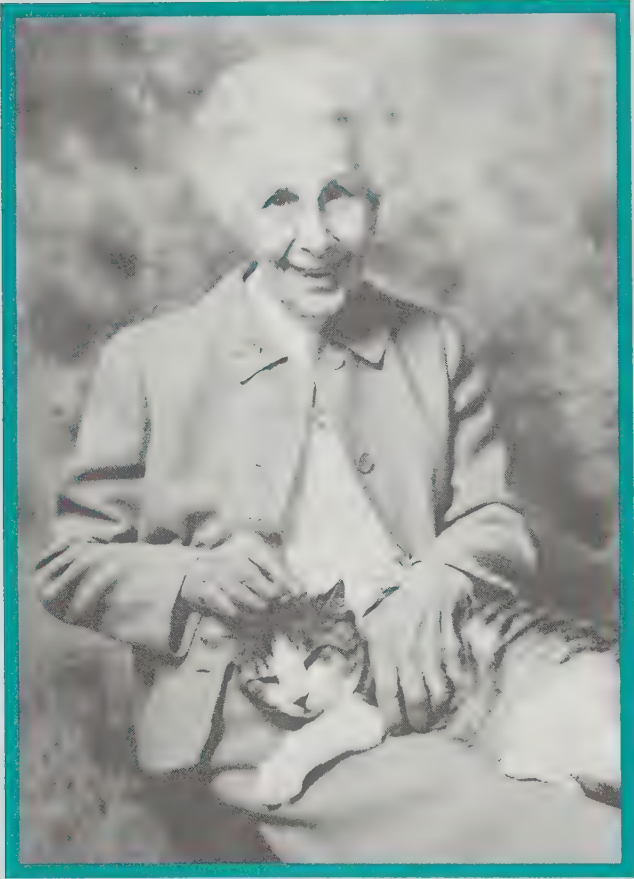
Information on the availability of immunization, for example, influenza vaccine and immunization for international travel, can be obtained by calling your local public health unit.



In Victoria and Greater Vancouver, contact your local public health unit listed under “Governments - Municipalities and Regional Districts” in the blue pages of your telephone book.

Elsewhere in the province, contact your local public health unit listed under “Governments - British Columbia” in the blue pages of the telephone book.

Gladys Deane, Born 1900



“My other apartment had 32 stairs so I gave it up three years ago, but I still do my own shopping and I get at least two outings a week. I’ve been really lucky.”

HOUSING

SHELTER AID FOR ELDERLY RENTERS (SAFER)

Shelter Aid for Elderly Renters (SAFER) is a provincial government program that provides direct cash assistance to eligible renters who are 60 years of age and over. Eligibility for SAFER is based on the rent you pay and your monthly income. As of October 1991, the maximum monthly rental that can be considered is \$520 for single persons, \$575 for couples, and \$885 for home sharers, divided by the total number of adult sharers. The maximum monthly income that can be considered for SAFER is approximately \$1700 for single persons and \$1900 for couples.

You can get more information by contacting:



SAFER
Ministry of Housing,
Recreation and
Consumer Services
4th Floor,
1175 Douglas Street
Victoria, B.C.
V8V 1X4



Greater Victoria and area:
953-4165

Greater Vancouver and area:
660-1551

Elsewhere in B.C.:
1-800-661-9952

HOME OWNER GRANT

If you live in your own home and are paying property taxes on that home, you are eligible for the Provincial Home Owner Grant. The grant helps you with the payment of your property taxes.

To apply for a Home Owner Grant, complete the application form on the back of the property tax notice which is sent to you each year. This information verifies that you live in the house and that you are over 65. The amount of the grant will be deducted from the taxes you will pay.

The minimum yearly tax payable under this program is \$100.



**For more information, contact Provincial
Home Owner Grant, Victoria 387-4083**

LAND TAX DEFERMENT

The Land Tax Deferment program assists people who have problems paying property taxes and makes it possible for them to remain in their own homes.

To defer property taxes means you can arrange not to pay your municipal or rural taxes until your property ceases to be your principal place of residence, or is sold, or transferred to another owner.

The program applies to you if you live in your own home and you are: over 60 years of age; or a widow or a widower; or disabled (as defined by the GAIN Act).

For more information on property tax deferment, contact your municipal office or nearest government agent office where you pay your taxes, or:



**Real Property Taxation Branch
Tax Deferment Section
Ministry of Finance and
Corporate Relations
Box 2900,
Victoria, B.C. V8W 3G4**



**Victoria
387-0540**

SUBSIDIZED HOUSING FOR SENIORS

The B.C. Housing Management Commission (BCHMC) offers rent subsidy programs for low or moderate income renters who are having difficulty finding affordable accommodation in the private market.

Some subsidized housing is managed directly by the BCHMC, or is part of selected non-profit, co-operative, or private-market units.

Low to moderate income renters over the age of 55 who are eligible for a subsidy will pay 30 percent of their household income (before deductions) for rent (subject to minimum rents). The housing needs of each applicant are assessed and available units are offered to people in greatest need.

BCHMC keeps a list of subsidized and affordable housing for seniors, with contact names and addresses. Staff can refer you to non-profit societies and housing co-operatives in your area.

For more information, contact the nearest British Columbia Housing Management Commission office listed below:



Head Office	433-2218 (Burnaby)
Lower Mainland West	732-8844 (Vancouver)
Lower Mainland East	525-3033 (Burnaby)
Vancouver Island	475-7550 (Victoria)
Southern Interior	493-0301 (Penticton)
North Coast	627-7501 (Prince Rupert)
Northern Interior	562-9251 (Prince George)

WHEELCHAIR HOUSING REGISTRY

BCHMC has a list of housing units in the Lower Mainland that are accessible to wheelchair users, as well as a registry of persons requiring such accommodation. BCHMC then matches applicants with vacancies. Final tenant selection rests with the landlord.



**For more information, contact:
British Columbia Housing
Management Commission
Suite 1701, 4330 Kingsway
Burnaby, B.C. V5H 4G7**



**Vancouver
433-2218**

RESIDENTIAL REHABILITATION ASSISTANCE PROGRAM

The Residential Rehabilitation Assistance Program (RRAP) for homeowners provides low-income homeowners with financial assistance for the repair of their homes. The money is provided in the form of a loan. Depending on household income, you may not have to repay a portion of the loan.

Financial assistance is also available for modifications that make homes more accessible for seniors who are disabled or for family members.



**For more information on
RRAP, contact your nearest
Canada Mortgage and
Housing Corporation office,
listed in the white pages of
your telephone book.**

RESIDENTIAL TENANCY BRANCH

The Residential Tenancy Branch is a Provincial Government agency that provides information to landlords and tenants about their rights and responsibilities. The Branch also helps to resolve disputes related to tenancy, such as claims for damages to premises, return of security deposits, or disputing an eviction notice.

For more information, contact:



**Residential Tenancy Branch
4th Floor, 5021 Kingsway
Burnaby, B.C. V5H 4A5**



**Vancouver
660-3456**

**Residential Tenancy Branch
1019 Wharf Street
Victoria, B.C. V8V 1X4**

**Victoria
387-1602**

Toll-Free in B.C. only:

1-800-665-8779

1-800-661-4886 (recorded information line)

or contact your nearest Government Agent's Office.

Marian Drake, Born 1919



“I’ve noticed through the years that the active people are the healthy ones. I’ve been skating all my life and I still skate at least twice a week. It used to be four times, but I can’t seem to fit it into my schedule these days.”

RECREATION

HUNTING AND ANGLING LICENCES FOR SENIORS

This program allows seniors 65 years of age or over to buy hunting and angling licences at a reduced rate.

More information may be obtained from:



**Ministry of Environment,
Lands and Parks
780 Blanshard Street
Victoria, B.C. V8V 1X4**



**Victoria
387-9739**

CAMPING SUBSIDY

Seniors who are B.C. residents may camp for 50% of the regular camping fee before June 15 and after Labour Day. Throughout the summer, seniors will be charged the full camping fee. New camping fees in Provincial Parks range from \$6.00 to \$15.50 (as of February, 1992).

British Columbians who are disabled may camp free of charge throughout the year, provided they have been issued a Disabled Camping Pass by BC Parks. Applications are available at all BC Parks offices.

More information may be obtained from:



**Ministry of Environment,
Lands and Parks
2nd Floor, 800 Johnson Street
Victoria, B.C. V8V 1X4**



**Victoria
387-5002**

VOLUNTEER HOST PROGRAM

The Volunteer Host Program is sponsored by BC Parks. This program provides opportunities for individuals of all ages to act as hosts in provincial campgrounds, as well as some day-use and marine parks, and backcountry areas.

Seniors are encouraged to become volunteer Park Hosts. If you would like to offer your time and knowledge of the outdoors to serve as a Park Host, contact:



**Volunteer Coordinator
Ministry of Environment,
Lands and Parks
2nd Floor, 800 Johnson Street
Victoria, B.C. V8V 1X4**



**Victoria
387-5002**

HERITAGE SITES AND MUSEUMS

Seniors may receive discounts of up to 50% at designated provincial heritage sites and museums, including Barkerville Historic Town, Fort Steele Heritage Town, and the Royal British Columbia Museum in Victoria.

For more information contact:



Barkerville Historic Town
Box 19
Barkerville, B.C. V0K 1B0

Fort Steele Heritage Town
Fort Steele, B.C. V0B 1N0

Royal British Columbia Museum
675 Belleville Street
Victoria, B.C. V8V 1X4

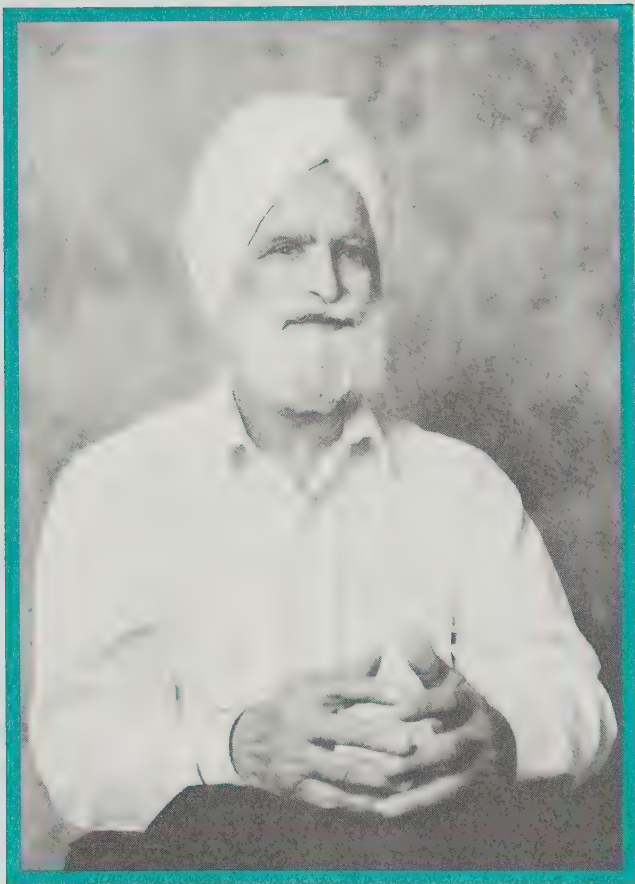


Barkerville
994-3332

Fort Steele
489-3351

Victoria
387-3701

Gurdas Singh Dhaliwal, Born 1914



“I like to get out and do things,
so I use my bus pass a lot. In fact,
it’s always in my pocket along
with my CareCard.”

TRANSPORTATION

B.C. TRANSIT SENIORS' DISCOUNT

B.C. Transit Systems offers discount fares for passengers 65 years of age or over. You will receive this discount by presenting your gold CareCard when you pay your fare.

BUS PASS PROGRAM

The Ministry of Social Services Bus Pass Program provides affordable transportation to low-income senior citizens and persons who are disabled. Eligible people can buy a yearly pass for \$45 (1994 rate). The bus pass allows travel without additional cost on local transit systems. These passes may be used on all conventional transit services, but are not valid on handyDART.

To be eligible for the Bus Pass Program, you must be receiving OAS/GIS or one of the following:

- Spouse's Allowance
- Widowed Spouse's Allowance
- Provincial benefits for seniors not receiving Old Age Security
- Financial Assistance through Provincial Handicapped benefits (18 to 65 years).

For more information contact:



Bus Pass Program
Ministry of Social Services
Box 1900
Victoria, B.C. V8W 3J7



Greater Victoria and area:
387-4331

Greater Vancouver and area:
682-0391

Elsewhere in B.C.:
1-800-665-2656

HANDYDART CUSTOM TRANSIT - BC TRANSIT

The handyDART is a special transportation service for eligible persons with disabilities or seniors who cannot use regular public transportation.

This custom transit service uses specially equipped vehicles and provides door-to-door service and is available in many of the province's larger centres.

Other special transit services (paratransit) are provided to seniors, persons who are disabled, and others in many smaller communities. Bus passes cannot be used for custom transit service, however, provincial and local subsidies keep the cost of these services low.



For more information contact handyDart listed in the white pages of your phone book, or contact your local Government Agent's office, listed under "Governments – British Columbia" in the blue pages of your phone book.

TAXI SAVER PROGRAM

BC Transit has introduced a Taxi Saver Program for people with disabilities living in Vancouver, Victoria, Prince George, Summerland and Prince Rupert. This program allows passengers to use coupons for taxi travel by booking directly with a participating taxi company, without having to pre-plan the trip.

Taxi Saver coupons are sold by local handyDART offices to any adult who has been issued a BC Transit HandyPass. A person is eligible for a HandyPass if he or she has a physical or mental disability which prevents the use of regular public transit.

Contact your local handyDART operator for more information.

FERRY PASSAGE - B.C. FERRY CORPORATION

Seniors in British Columbia can travel free of charge on B.C. ferries year round, Monday to Thursday (except on statutory holidays), with the exception of ships serving the Inside Passage and Queen Charlotte Island routes. (This benefit applies only to passenger fare, not to vehicle fares.) On these latter routes, seniors receive one-third off regular rates, seven days a week.

Your gold CareCard must be used as identification to confirm your age and residency to obtain these special rates.



**For more information contact
B.C. Ferry Corporation listed in the
white pages of your phone book.**

INLAND FERRIES – MINISTRY OF TRANSPORTATION AND HIGHWAYS

Passage on all inland ferries operated by the Ministry of Transportation and Highways is free to the public. This includes both passengers and vehicles.



**Victoria
387-3417**

DRIVERS' LICENCES

If you are 65 years or older, fees for some services offered by the Motor Vehicle Branch are reduced or are free of charge.

Reduced fees apply to:

- Driver's licence renewals
- British Columbia Identification Cards

Free services include:

- British Columbia Identification Card (if you are giving up driving and surrender your driver's licence)
- Driver's knowledge and road tests

DRIVER EXAMINATIONS AND MEDICAL REPORTS

All drivers 80 years of age and older are required to have a medical examination and submit a medical report every two years to the Motor Vehicle Branch. The Motor Vehicle Branch will mail you the medical examination report forms.

As the requirement for a medical examination is a licencing matter and not a required medical service, it is not covered by the Medical Services Plan and your physician may charge you for this service.

If the report indicates that you are medically fit to drive safely, no further action is taken. If the report indicates otherwise, a drivers re-examination may be required.

A driver's re-examination consists of: a vision screening; an oral examination on traffic signs and signals; and a road test.



For more information contact the Motor Vehicle Branch listed under "Governments – British Columbia" in the blue pages of your telephone book.

SENIOR CITIZEN AUTOMOBILE INSURANCE DISCOUNTS - INSURANCE CORPORATION OF BRITISH COLUMBIA

If you are 65 or older, and use your motor vehicle for pleasure only, you can get a discount of 25% of your basic AUTOPLAN insurance premium. If you are over 65 and have a disability, a further discount of 25% may be allowed.



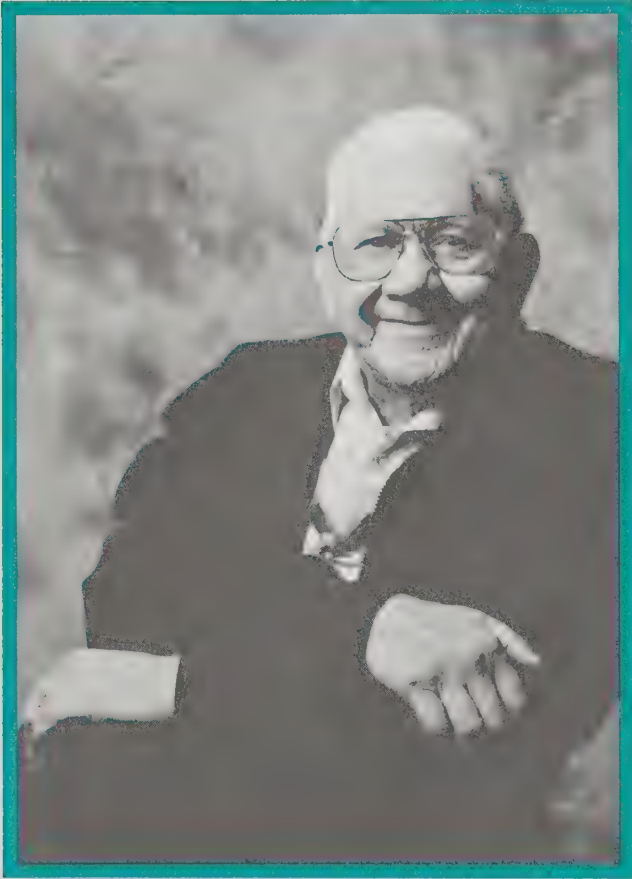
**For more information about these discounts
contact the Insurance Corporation of B.C.:**

**Vancouver and the Lower Mainland:
661-2800**

**Elsewhere in B.C.:
1-800-663-3051**

or contact your car insurance agent.

Vince Stogan, Born 1918



“I travel around the province a lot to teach people how to love one another. In a talking circle, we bring feelings out and try to help each other. This is how we can create love – by helping each other.”

PERSONAL SECURITY

OFFICE OF THE PUBLIC TRUSTEE

The Office of the Public Trustee helps to manage the finances and protect the legal rights of people who cannot do so themselves, and where there is no other person to act for them.

In most cases when people are not able to manage their money and legal matters, a family member or a friend provides the help needed. They do this in one of three ways:

Power of Attorney: Person granting power is capable and understands that he/she is giving someone else the specific authority or instruction to handle financial or legal matters.

Trustee of Government Pension Income: Person is not capable and only has Federal Government Pension income. The Trustee manages this income.

Committee (Kaw-mit-tee): Person is not capable and individual appointed as Committee manages all the money and legal matters of the incapable person. This includes money owed and income, paying day-to-day living costs, making sure legal help is available to start or defend legal action.

When a person has no one to help them manage, the Public Trustee can assist under a Power of Attorney, as a Trustee or as a Committee. The Public Trustee can also assist if it is suspected that a person is being taken advantage of financially.

The Public Trustee can also act as Executor of a Will if there is no one else to handle these responsibilities.

Further information may be obtained from:



**Office of the Public Trustee
600-808 West Hastings Street
Vancouver, B.C. V6C 3L3**

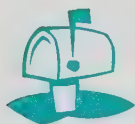


**Vancouver
660-4444**

PEOPLE'S LAW SCHOOL

The People's Law School is a non-profit society which offers free law classes and speakers and publishes a series of free fact sheets on legal issues such as power of attorney and writing a will.

More information may be obtained from:



People's Law School
150-900 Howe Street
Vancouver, B.C.
V6Z 2M4



Vancouver
688-2565

LEGAL SERVICES SOCIETY

If you need legal assistance, but cannot afford a lawyer, the Legal Services Society may be able to help you. Through offices operated or funded by the Society throughout the province, you will be able to get information and advice about legal problems. If you are financially eligible, the Society may also be able to provide you with a lawyer or legal aid.

For information about the office nearest you:



Legal Services Society
1140 West Pender Street
Vancouver, B.C.
V6E 4G1



Consult your telephone
directory for the local
office or call:

Legal Services Society
Vancouver 660-4600

Law Line: 660-4673

CRIME PREVENTION, COMMUNITY POLICING AND VICTIM SERVICES

Municipal police and the Royal Canadian Mounted Police (R.C.M.P.) coordinate a number of programs such as Neighbourhood Watch, Assault and Theft Prevention, and Schemes and Scams and Cons, that help protect seniors from crime.

These programs and the B.C. Government's Victim Assistance Program help victims of assault or robbery to protect themselves and their homes and to recover from these experiences.

For more information on these programs, please contact your local police department or R.C.M.P. office.



**If you are a victim of crime and need
information on victim services call toll free:
Victim's Information Line: 1-800-563-0808**

CONSUMER PROTECTION SERVICES

The Ministry of Housing, Recreation and Consumer Services offers information and services to help consumers deal with unscrupulous business practices (i.e., door-to-door sales persons who use intimidation, threats or harassment to make their pitch). Under the Consumer Protection Act, consumers have certain rights. For more information, contact the Better Business Bureau or the nearest Consumer Services Office, listed below:



Victoria	387-3045
Greater Vancouver	660-3570
Kelowna	861-7425
Kamloops	828-4667
Prince George	565-6030
Cranbrook	426-1497

Lucille Alexander, Born 1922



“Good nutrition, being active,
and being with people helps keep
me happy and healthy.
I’m never bored.”

SERVICES FOR SENIORS DIRECTORY



Spaces are provided for you to write local telephone numbers.

Ambulance

Auto Insurance Discount

B.C. Ferries

B.C. Housing Management Commission

Head Office
433-2218 (Burnaby)

Lower Mainland West
732-8844 (Vancouver)

Lower Mainland East
525-3033 (Burnaby)

Vancouver Island
475-7550 (Victoria)

Southern Interior
493-0301 (Penticton)

North Coast
627-7501 (Prince Rupert)

Northern Interior
562-9251 (Prince George)

Bus Pass Program

Greater Victoria and area
387-4331

Greater Vancouver and area
682-0391

Elsewhere in B.C.
1-800-665-2656

Camping Subsidy

Victoria **387-5002**

Continuing Care Services

Doctor

**Guaranteed Income
Supplement**

Driver's Licences

handyDART

Fire Department

Health Unit or Department

Government Agent

Home Owner Grant

Victoria **387-4083**

Home Support Services

GST Credit

Victoria

363-0120

Toll free: **1-800-663-6252**

Vancouver

689-8671

Toll free: **1-800-663-1882**

Penticton

492-9450

Toll free: **1-800-663-6700**

Elsewhere in B.C.

1-800-665-0354

(device for the hearing impaired)

Housing Referral

Vancouver **433-2218**

Victoria **475-7550**

**Hunting & Angling
Licences**

Victoria **387-9739**

Land Tax Deferment

Victoria **387-0540**

Law Line

Vancouver **660-4673**

Legal Services Society

Vancouver **660-4600**

Medical Services Plan

Greater Victoria and area
386-7171

Greater Vancouver and area
683-7151

Elsewhere in B.C.
1-800-663-7100

Office for Seniors

Victoria **952-1238**

Old Age Security Pension

Old Age Tax Credit and Pension Income Tax Credit

Penticton **492-9200**
or **1-800-642-8259**

Vancouver **689-5411**
or **1-800-663-9033**

Victoria **363-0121**
or **1-800-742-6108**

Pharmacare

Greater Victoria and area
952-2865

Lower Mainland
682-5672

Elsewhere in B.C.
1-800-665-7108

Pharmacy

DT

Police

People's Law School

Vancouver **688-2565**

Public Trustee Service

Vancouver **660-4444**

Residential Rehabilitation Assistance Program

**Residential Tenancy
Branch**

Vancouver **660-3456**

Victoria **387-1602**

SAFER

Greater Victoria and area

953-4165

Greater Vancouver and area

660-1551

Elsewhere in B.C.

1-800-661-9952

**Seniors' Advisory
Council**

Victoria **952-1238**

Senior Citizen Counsellor

Seniors Supplement

Greater Victoria and area

387-4331

Greater Vancouver and area

682-0391

Elsewhere in B.C.

1-800-665-2656

**Subsidized & Affordable
Housing**

Head Office

433-2218 (Burnaby)

Lower Mainland West

732-8844 (Vancouver)

Lower Mainland East

525-3033 (Burnaby)

Vancouver Island

475-7550 (Victoria)

Southern Interior

493-0301 (Penticton)

North Coast

627-7501 (Prince Rupert)

Northern Interior

562-9251 (Prince George)

Transportation

see B.C. Ferries

see Bus Pass Program

see handyDART

Victim Services

1-800-563-0808

Volunteer Host Program

Victoria **387-5002**

**Wheelchair Housing
Registry**

Vancouver **433-2218**

INFORMATION AND REFERRAL CENTRES IN BRITISH COLUMBIA.



Community Resource Team
100 Mile House

395-5175

Matsqui-Abbotsford Community Services Association
Abbotsford

859-7681

Armstrong-Spallumcheen Community Services Association
Armstrong

546-3465

Burnaby Information and Community Services
Burnaby

299-5778

Castlegar and District Community Services
Castlegar

365-2104

Chilliwack Community Services
Chilliwack

792-4267

Cranbrook Family Centre
Cranbrook

489-3114

Deltassist Information Centre
Delta

946-9526

North Peace Community Resources Society
Fort St. John

785-6021

Thompson Valley Family Services Association Kamloops	554-5040
Kelowna Community Resource and Crisis Centre Kelowna	763-8008
Kitimat Community Services Society Kitimat	632-3139
Maple Ridge-Pitt Meadows Information and Referral Maple Ridge	467-6911
Mission Community Services Society Mission	826-3634
Nanaimo Volunteer and Information Centre Nanaimo	753-6181
Nelson Community Services Centre Nelson	352-3504
North Shore Community Services North Vancouver	985-7138
Penticton and District Community Resources Society Penticton	492-5814
North Island Crisis and Counselling Port Hardy	949-6033
Medichair Powell River	485-9310

Prince George Crisis and Information Centre Prince George	564-5736
	Crisis Line: 563-1214
Quesnel Crisis Line Quesnel	992-9414
Richmond Connections Information and Volunteer Society Richmond	278-5244
Sunshine Coast Community Services Society Sechelt	885-5881
Smithers Community Services Association Smithers	847-9515
Sea to Sky Community Services Society Squamish	892-5796
Surrey Community Services Surrey	584-5811
Terrace and District Community Services Society Terrace, B.C.	635-3178
Enquiry B.C. Vancouver	660-2421
Victoria	387-6121
Toll-free	1-800-663-7867
Information Services Vancouver Vancouver	875-6381

Shalom Vancouver Jewish Information and Referral Service
Vancouver **257-5111**

West End Seniors' Network
Vancouver **669-7339**

411 Seniors' Centre
Vancouver **684-8171**

Social Planning Council for the North Okanagan
Vernon **545-8572**

Need Crisis and Information Line
Victoria **386-6328**
Crisis Line: **386-6323**

Seniors Serving Seniors
Victoria **382-4331**

Peace Arch Community Services
White Rock **531-6226**

EVALUATION QUESTIONNAIRE

We would appreciate your comments about this guide. Please take a few minutes to fill out this questionnaire and return it to the address given on the next page.

1 How did you find out about "Information For Seniors"?

- | | |
|---|---|
| <input type="checkbox"/> Advertising | <input type="checkbox"/> Other (Please specify) |
| <input type="checkbox"/> Friends/relatives | _____ |
| <input type="checkbox"/> Saw it in a display rack | _____ |

2 How did you get a copy of "Information For Seniors"?

- | | |
|---|---|
| <input type="checkbox"/> Had one sent to me after I requested it | <input type="checkbox"/> Picked it up from a Public Health Unit |
| <input type="checkbox"/> Picked it up in a Provincial Government office | <input type="checkbox"/> Other (Please specify) |
| <input type="checkbox"/> Picked it up at a community centre | _____ |
| | _____ |

3 How long have you had "Information For Seniors"?

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> 2 years or more | <input type="checkbox"/> A few months |
| <input type="checkbox"/> 1 year | <input type="checkbox"/> A few weeks |

4 How often do you use "Information For Seniors"?

- | | |
|---------------------------------------|---|
| <input type="checkbox"/> Very often | <input type="checkbox"/> Rarely |
| <input type="checkbox"/> Often | <input type="checkbox"/> Have not had the chance/need to use it |
| <input type="checkbox"/> Occasionally | |

Continued on reverse

5 How useful did you find "Information For Seniors"?

☐ Very useful

☐ Somewhat useful

☐ Not very useful

☐ Not at all useful

Please explain.

6 In general do you agree or disagree with the following statements about the "Information For Seniors" guide?

	AGREE	DISAGREE
a) The guide contains accurate information.	<input type="checkbox"/>	<input type="checkbox"/>
b) The guide is easy to read and understand.	<input type="checkbox"/>	<input type="checkbox"/>
c) The guide is well organized.	<input type="checkbox"/>	<input type="checkbox"/>

7 What city/town do you live in? _____

8 Are you ☐ Male ☐ Female

9 In what age category are you?

☐ Under 55

☐ 65 - 74

☐ 55 - 64

☐ 75 and over

10 Give us any suggestions that would make "Information For Seniors" more useful.

Thank you for taking the time to answer these questions. Your comments will help us to improve future editions.

Please mail this completed questionnaire to:

Office for Seniors
Ministry of Health and
Ministry Responsible for Seniors
6th Floor, 1515 Blanshard Street
Victoria, B.C. V8W 3C8

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OFFICE FOR
SENIORS

Ministry of Health
1515 Blanshard Street
Victoria, B.C. V8W 3C8
(604) 952-1238



BC Ministry of Health and
Ministry Responsible for Seniors

